Minimum System Requirements for Hang Seng HSBCnet

To access Hang Seng HSBC*net*, you will need the appropriate software (operating system and internet browser) and hardware (your computer's processing power).

Software requirements

Hang Seng routinely reviews the status of software supported on Hang Seng HSBC*net* to provide the best possible experience and the highest level of security on the Internet. Hang Seng HSBC*net* is designed to work with the following browser versions and operating systems.

Recommended software

Software	
Operating System[1]	**Browser[1]**
Windows 7 and above (recommended)	Internet Explorer 8 and above
Windows Vista	Internet Explorer 8 and above
Other supported browsers[2]	
Windows Vista / Windows 7 / Windows 8	Chrome version 18 and above Firefox version 14 and above
Apple Mac OS X 10.8 and above	Safari version 6 and above

[1] **Windows XP and IE7 users:** Please note, from April 2014, we will cease to support the Windows XP operating system and the IE7 browser. This is in line with Microsoft's own planned demise for Windows XP (and by default its IE7 browser) support from that date. While we will no longer support Windows XP or IE7, there are no plans to withdraw access to those users still wishing to use XP or IE7, however you should be aware that this may lead to performance of compatibility issues in the longer term.

[2] Hang Seng HSBCnet is in the process of optimising our services to be used with other commonly-used web browsers. While we have made every effort to ensure compatibility with the most commonly used browsers, depending on your chosen OS and browser combination, you may experience an issue.

In the unlikely event you do experience any compatibility issues with your choice of browser when using Hang Seng HSBC*net*, please contact our Hang Seng HSBCnet support centre.

Please note that all operating system and browser configurations should be kept up to date with the latest service packs and security patches as issued by the vendor. Additionally, browser versions must be protected by 128-bit encryption.

Hang Seng HSBC*net* Mobile: supported devices	
Device type	**Operating System**
Android	Android 2.3 - 4.1
iPhone	iOS 5 and 6

Hang Seng HSBC*net* has verified the compatibility of these mobile devices and operating systems for use with Hang Seng HSBC*net* Mobile. Please note that Hang Seng HSBC*net* Mobile functionality may perform normally using other operating systems, but compatibility cannot be confirmed.

Hang Seng HSBC*net* Mobile will support additional mobile devices in the future. For more information about your device, please refer to your user manual or contact the manufacturer for assistance.

Hardware requirements

Please refer to the Microsoft website *(www.microsoft.com/windows/ie)* for a list of hardware that meets the requirements of your operating system and internet browser.

Screen resolution: 1024 x 768, 256 colours

Network connection: We recommended high-speed internet or broadband connection. The minimum speed for effective internet connection via dial-up connection is 56kbps.

Smart Card readers, if applicable:

- Serial connection interface, USB port or PCMCIA card slot
- CD-ROM drive